



GUILDFORD
B O R O U G H

Tenant Satisfaction Measures (TSMs) Report 2025 - 2026

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Guildford Borough Council Housing Services

What are the Tenant Satisfaction Measures?

From 1 April 2023, the Regulator of Social Housing (RSH) introduced a new requirement for all social landlords to carry out an annual survey asking tenants to rate how well their landlord is performing.

These are known as tenant satisfaction measures (TSMs). The TSMs help show how well social housing landlords are doing at providing good quality homes and services.

We have now completed our second year of TSM surveys, with 650 tenants taking part for 2025 to 2026. The feedback we receive helps us understand how you feel about the services we provide, identify what's working well and highlight areas where we need to improve.

There are 22 measures in total, including:

- 10 performance-based measures, using data from our housing systems
- 12 perception-based measures, from a survey of tenants

These results are published in line with our obligations under the Regulator of Social Housing's Tenant Satisfaction Measures Standard. We have taken all reasonable steps to ensure the data published here is accurate, valid, and compliant with regulatory guidance.

How We Carried out the survey of tenants

To ensure independence and accuracy, we commissioned **Acuity Research & Practice**, a specialist social housing research company, to carry out the TSM surveys

- **Survey period: Wave 1** - June 2025 – July 2025 and **Wave 2** - December 2025 - January 2026
- **Method:** Online and Telephone interviews
- **Sampling:** A random sample covering over **10%** of all council tenants
- **Total respondents: 654 tenants** took part

The questions asked were based on the standardised TSM perception measures issued by the Regulator of Social Housing. The results reflect the views of tenants living in general needs and sheltered housing.

This approach ensures the results are **robust, impartial, and representative**, and meets the regulatory requirement for reliability and validity.

We're publishing this report now as a holding version to meet regulatory requirements by 31 May 2026. A full Annual Report to Residents will follow later this year.

Our TSM Results

Tenant Perception Measures

Below, you will find the results from the 2025 to 2026 survey, alongside a comparison with our 2024 to 2025 results.

The results show an improvement for all our scores in 2025 to 2026, with the largest improvement made to the satisfaction with our communal areas (TP10). However, we still have work to do on all the TSMs, especially around how we listen and act upon tenant's views (TP06) and how we handle complaints (TP09).

	Ref. number	What we asked our tenants about	% of satisfied responses 2024 - 2025	% of satisfied responses 2025 - 2026	Annual improvement
	TP01	Overall satisfaction	61%	68%	+7%
	TP02	Repairs service	63%	68%	+5%
	TP03	Time taken to complete most recent repair	63%	63%	0%
	TP04	Home is well maintained	61%	63%	+2%
	TP05	Home is safe	68%	70%	+2%
	TP06	Landlord listens to tenants views and acts upon them	41%	47%	+6%
	TP07	Landlord keeps tenants informed about things that matter to them	56%	63%	+7%
	TP08	Landlord treats me fairly and with respect	64%	67%	+3%
	TP09	Landlord's approach to handling complaints	22%	30%	+8%
	TP10	Landlord keeps communal areas clean and well maintained	48%	63%	+15%
	TP11	Landlord makes a positive contribution to neighbourhood	45%	55%	+10%
	TP12	Landlord's approach to handling anti-social behaviour (ASB)	43%	50%	+7%

Management Information Scores

Our management information scores are quantitative, operational performance metrics that complement the perception-based TSMs. They are derived from internal systems and records (not surveys) and reflect how we are performing in key service areas to support our internal performance management.

	Ref. number	Description of TSM standard	GBC performance 2024 - 2025	GBC performance 2025 - 2026	Annual improvement
	BS01	Proportion of homes for which all required gas safety checks have been carried out	99.7%	99.6%	-0.1%
	BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	0
	BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	0
	BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	0
	BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	0
	RP01	Proportion of homes that do not meet the decent homes standard (low cost rented accommodation only)	10.0%	8.5%	-1.5%
	RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (low cost rented accommodation only)	80.1%	76.2%	-4.9%

	RP02	Proportion of emergency repairs completed in the landlord's target timescale (low cost rented accommodation only)	98.8%	95.2%	-3.6%
	NM01	Number of antisocial behaviour (ASB) cases opened (per 1,000 homes)	6.7	8.7	+2.0
	NM01	Number of antisocial behaviour (ASB) cases that involve hate incidents opened (per 1,000 homes)	0.0	0.20	+0.20
	CH01	Number of stage 1 complaints received (per 1,000 homes)	59.9	93.6	+33.7
	CH01	Number of stage 2 complaints received (per 1,000 homes)	4.4	11.6	+7.2
	CH02	Proportion of stage 1 complaints responded to within the Housing Ombudsman's complaint handling code timescales	53.5%	75.1%	+21.6%
	CH02	Proportion of stage 2 complaints responded to within the Housing Ombudsman's complaint handling code timescales	54.5%	81.0%	+26.5

Key Messages

- Overall tenant satisfaction has increased significantly, with all perception measures improving year-on-year.
- Safety compliance remains strong, with most statutory safety measures at or near 100%.
- Complaints handling and tenant influence remain our weakest areas and require focused improvement.
- Repairs satisfaction has improved, but operational performance has declined and needs attention.

What We're Doing Next

Our key actions for 2026/27 include:

- Improving complaints handling and communication
- Strengthen tenant voice and engagement
- Increasing investment in repairs and reducing non-decent homes
- Reviewing and improving estate services and neighbourhoods

For more information or to get involved, please visit:

www.guildford.gov.uk/housing

These results are published in accordance with the requirements of the Regulator of Social Housing's Tenant Satisfaction Measures Standard. All data has been compiled in line with the 2025/26 regulatory year and follows the prescribed methodology and definitions. Perception survey work was carried out independently by Acuity Research & Practice in 2025-26.

This summary presents the 2025/26 Tenant Satisfaction Measures.